

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

|                     |  |                    |                                |
|---------------------|--|--------------------|--------------------------------|
| <b>Applicants:</b>  | Crossgrove et al.  | <b>Conf. No.:</b>  | 9190                           |
| <b>Serial No.:</b>  | 10/688,039   | <b>Art Unit:</b>   | 3625                           |
| <b>Filing Date:</b> | 10/17/2003   | <b>Examiner:</b>   | Zimmerman, Matthew             |
| <b>Title:</b>       | SYSTEM, METHOD AND PROGRAM<br>PRODUCT FOR MAINTAINING ITEM<br>REQUESTS | <b>Docket No.:</b> | END920030050US1<br>(IBME-0091) |

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

**I. INTRODUCTORY COMMENTS:**

This paper is being filed in response to the Office Action dated June 24, 2011. Please amend the above-referenced patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims that begins on page 2 of this paper.

**Remarks** begin on page 10 of this paper.